



CONCORD PUBLIC WORKS

Water and Sewer Division

Toilet Replacement Rebate Program

Frequently Asked Questions

WHY REPLACE YOUR TOILET?

Toilets account for approximately 26% of indoor residential water use. Today's toilets use only 1.6 gallons or less per flush. Toilets installed in the 1980s use 3.5 gallons and older toilets use 5 gallons or more per flush. Installing water-efficient appliances means your household can reduce water use and save on water and sewer bills.

HOW CAN I TELL THE AGE OF MY TOILET?

Many toilet manufacturers stamp the date the toilet was made on the underside of the tank lid.

HOW MUCH CAN I SAVE?

A family of four replacing a 3.5 gallon toilet will use 11,000 fewer gallons of water and save approximately \$50 per year in water bills. Sewer customers can save an additional \$100. The savings are even greater with a 5 gallon toilet – reducing water use by over 20,000 gallons a year and saving over \$80 a year in water bills and \$160 a year in sewer bills. Installing a High-Efficiency Toilet will result in additional savings

WHO CAN APPLY FOR A REBATE?

Any Concord water customer in good standing replacing a toilet that is designed to use at least 3.5 gallons per flush; toilets must be installed at either a residential or commercial property served by Concord Water. Owners of multi-family residences and condominium associations can also apply. Each metered account must have an application.

HOW MUCH ARE THE REBATES?

Customers can receive up to \$75 for installing 1.6 gallon/flush toilets (\$50 for the toilet, \$25 for installation costs), \$150 (\$125 for the toilet, \$25 for installation costs) for High-Efficiency Toilets (max. 1.3 gallon/flush). The rebate will appear as a credit on your water bill.

BUT DO THEY WORK?

Consumer surveys show that newer low-flow toilets perform as well, if not better, than the older toilets they replace. Customer concerns about clogging and double-flushing of earlier low-flow models have been addressed by manufacturers; today's toilets have been redesigned to improve performance. The toilets on our list have passed performance tests to ensure customer satisfaction.

WHY DO I HAVE TO BUY A TOILET ON YOUR LIST? AREN'T ALL TOILETS THE SAME?

While there are many low-flow toilets available in the marketplace that perform satisfactory, the makes and models on our list have been tested for water savings reliability and flush performance to ensure that rebate funds are effectively used. Go to www.cuwcc.org/toilet_fixtures.lasso#UNAR to find learn more about the testing protocol and how toilets qualify to be on the list.

MY HOUSE WAS BUILT IN 1993. CAN I GET A TOILET REBATE?

The rebate is for property owners that replace toilets using 3.5 gallons or more per flush. You already have a low-flow toilet. Since 1989, state plumbing codes have required 1.6-gallon toilets be installed in renovation and new construction. You are strongly encouraged to check your toilet for leaks and replace worn-out parts. Most toilets have a rubber valve called a flapper that holds the water in the tank until it is flushed. Over time, flappers may begin to warp and allow water to leak into the bowl. A leaking flapper can waste hundreds of gallons of water per day, and you may not be able to hear the leak.

Flappers should be tested periodically by placing dye tablets or food coloring in the tank to see if the color appears in the bowl without flushing. If it does, the flapper should be replaced. It is also important to know that when you replace the flapper it must be designed specifically for your brand and model of toilet. If it does not match, your toilet may use two to three times more water than it was designed to use. Check with plumbing stores or home improvement centers that sell your brand of toilet to purchase the correct flapper (bring the old flapper with you to the store). A "generic" flapper may not work correctly in your toilet.

WHAT ELSE DO I NEED TO KNOW?

Massachusetts building regulations require a plumbing permit for toilet installation/replacement. Plumbing permits are obtained at the Building Department, 141 Keyes Road. Call 978-318-3280 for more information.

WHERE CAN I FIND OUT MORE?

Contact the Water/Sewer Division of Concord Public Works at 978-318-3259 and ask for a toilet rebate application. Applications can also be downloaded from the Town's web site: www.concordnet.org/dpw.